

WITHDRAWAL AND REFUND POLICIES FOR PULSARS GYMNASTICS

For All Programs (Excluding Team)

Pulsars Gymnastics is committed to excellence in serving all customers in a fair and transparent manner. It is for this reason that we have established the following withdrawal and refund policies. To maintain consistency and fairness these policies apply to all customers and no exceptions can be made. For make ups or missed classes please see our Missed Classes and Make Up Policy.

Notification

All refund & withdrawal requests must be communicated in writing to our office via email info@pulsars.ca.

Membership Fees

- All Membership Fees are non-refundable, and credits cannot be issued.

Withdrawal or Refunds for Active Start, Recreational, Developmental, Adaptive, & Active for Life Classes

- If the session or class has not started yet: Pulsars Gymnastics will issue you a full refund.
- Withdrawal within the first 2 classes (returning members): Pulsars Gymnastics will issue you a credit on your family's account, less the cost of the classes that have already passed.
- Withdrawal within the first 2 classes (new members): Pulsars Gymnastics will issue you a credit or refund on your family's account, less the cost of the classes that have already passed.
- Withdrawal after 3 classes will be considered on a case-by-case basis. No refunds will be issued.
- A class change can be made free of charge if space permits.

Withdrawal or Refunds for March Break Camp and Summer Camp

- Withdrawals 2 weeks or more before the week of camp starts: Pulsars Gymnastics will issue you a full refund.
- Withdrawals within 2 weeks and up until the Wednesday before the week of camp starts: Pulsars Gymnastics will issue you a credit on your family's account.
- The Wednesday before camp starts and beyond: No refunds or credits can be provided.

Withdrawal or Refunds for Kids Night Out

- Withdrawals prior to 72 hours before Kids Night Out: Pulsars Gymnastics will issue you a full refund.
- Withdrawals less than 72 hours before Kids Night Out: Pulsars Gymnastics will not issue you a refund or credit.